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**TO: Economic Support Supervisors
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W-2 Agencies
Workforce Development Boards
Job Center Leads and Managers**

**FROM: Amy Mendel-Clemens
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BHCE/BWP OPERATIONS MEMO

No: 04-49 Corrected 10/04/04

DATE: 09/30/2004

FS	<input checked="" type="checkbox"/>	MA	<input checked="" type="checkbox"/>	SC	<input type="checkbox"/>
CTS	<input type="checkbox"/>	CC	<input checked="" type="checkbox"/>	W-2	<input checked="" type="checkbox"/>
FSET	<input type="checkbox"/>	EA	<input type="checkbox"/>	CF	<input type="checkbox"/>
JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>	RAP	<input type="checkbox"/>
WIA	<input type="checkbox"/>	WtW	<input type="checkbox"/>		
Other	EP	<input type="checkbox"/>	★		

PRIORITY: HIGH

SUBJECT: Change In Displaying CMEV Notification

CROSS REFERENCE: Operations Memo 04-22

EFFECTIVE DATE: October 1, 2004

PURPOSE

This memo outlines:

- Changes made to the timing of displaying CARES screen CMEV.
- Review of CARES Alert 076 and 235 when verification becomes due.

BACKGROUND

Screen CMEV was created to help workers track overdue employment verification and to close cases timely when required verification was not submitted. When a worker logs into CARES, the CMEV screen will appear to alert the worker that he or she has cases that have an employment verification form (EVF) that is five calendar days overdue.

This time frame was chosen to allow enough time for the scanning process and transfer of data to CARES to occur for the new Employment Verification (EV) process. Unfortunately,

allowing an extra five days in which to take action on a case has caused undue FS case processing errors by not prompting the worker to take timely action on the case. Therefore, at the request of local agencies and to comply with the policy for timely case processing, the time frame for displaying CMEV will be changed depending upon what type of assistance program is open.

POLICY

The following chart shows the change in timing of CMEV based on program of assistance:

PROGRAM	CURRENT CMEV DISPLAY DATE	NEW CMEV DISPLAY DATE
FS	5 days after the verification due date (day 15)	The day after the verification due date (day 11 or 31). Workers must take action on the case the day it is on CMEV in order for the action to be timely.
MA and BadgerCare	5 days after the verification due date (day 15)	10 days after the verification due date (day 20). CMEV will now display later to allow more time for the EVF-E or H to be scanned. CMEV will continue to display on day 31 for applications.
W-2 and Child Care	5 days after the verification due date (day 15)	5 days after the verification due date (day 15) No change.

NOTE ➤ For cases that have more than one program of assistance open, CMEV will display for the assistance group that has the earliest verification due date.

Food Stamps

Cases with overdue employment/earnings verification will now display on CMEV the day following the verification due date (11th or 31st day).

This enhancement is being made at the request of local agencies and to comply with the policy for timely FS case closures. Action must be taken on a FS case once the verification due date has passed. Displaying these cases on CMEV when the verification was 5 days overdue was too late for the worker to take timely action on a case. CMEV will now display the FS case the day after the verification is due. Workers must take action on the case the day it is on CMEV in order for the action to be timely.

BadgerCare/MA

MA cases requiring income verification (income is questionable) and BadgerCare cases with overdue employment/earnings and/or health insurance verification will display on CMEV on the 20th day, 10 days after the initial verification due date.

This enhancement is being made at the request of local agencies and to prevent workers from having to reopen BC cases that were closed when the case was displayed on CMEV and the verification was then turned in a few days later. We have had a number of BC cases close only to be reopened a few days later when the EVF-E or H is returned and scanned. This increases the time the worker has to spend on the case and could potentially lead to a BC case remaining closed when the information has been returned prior to the closure date.

W-2 and Child Care

CMEV remains the same for W2 and Child Care. CMEV will display when the verification is 5 days past due.

ALERT 076 “VERIFICATION DUE DATE APPROACH”

Alert 076 is generated for MA, FS, W-2 and CC cases. The caseload management weekly process that creates this alert occurs on Friday. CARES generates the alert to the worker if verification will be due on the case anytime from the next Tuesday to the following Monday. This alert does not indicate the verification is past due, it is generated to remind workers the verification due date is coming. This allows the worker time to take any necessary action prior to the verification due date. For MA and FS cases, the verification due date is set by adding 10 calendar days to the next business day after requesting verification. For W2 and CC, the alert is set by adding 7 days to the next business day after requesting verification.

ALERT 235 “VERF DUE DATE APPROACH FOR W2/CC”

Alert 235 is only generated for W2 and Child Care cases. The criteria for this alert is that the W2 or CC AG is in pending status and the date on ACPA is within 4 days. Because of this, the alert is only going to be generated at intake and at review, when you are updating the date on ACPA. The verification due date is set by adding 7 working days to the next business day after requesting verification.

NOTE ➤ This document only pertains to AGEV due dates and CMEV functionality. Please continue to report known problems with AGVC verification due dates to the CARES Information and Problem Resolution Center.

CONTACTS

BHCE CARES Information & Problem Resolution Center

★Program Categories – FS – Food Stamps, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WtW – Welfare to Work, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DHFS/DHCF/BHCE/JE